

## 2002 SURVEY RESULTS

INFORMATION			COURTEOUS		
	#	%		#	%
Unsatisfactory ( 1 )	0	0%	Unsatisfactory ( 1 )	0	0%
Needs Improvement ( 3 )	2	1%	Needs Improvement ( 3 )	0	0%
Satisfactory ( 6 )	40	29%	Satisfactory ( 6 )	27	20%
Excellent ( 8 )	85	62%	Excellent ( 8 )	100	73%
Did Not Answer	10	7%	Did Not Answer	10	7%
APPLICATION			HELPFUL		
Unsatisfactory ( 1 )	0	0%	Unsatisfactory ( 1 )	0	0%
Needs Improvement ( 3 )	4	4%	Needs Improvement ( 3 )	2	1%
Satisfactory ( 6 )	35	27%	Satisfactory ( 6 )	22	16%
Excellent ( 8 )	80	58%	Excellent ( 8 )	105	77%
Did Not Answer	18	13%	Did Not Answer	8	6%
HANDLING OF COMPLAINTS			TIMELY RESPONSE TO A REQUEST		
Unsatisfactory ( 1 )	0	0%	Unsatisfactory ( 1 )	0	0%
Needs Improvement ( 3 )	2	1%	Needs Improvement ( 3 )	3	2%
Satisfactory ( 6 )	40	29%	Satisfactory ( 6 )	29	21%
Excellent ( 8 )	46	34%	Excellent ( 8 )	96	70%
Did Not Answer	49	36%	Did Not Answer	9	7%
NUMBER OF SURVEYS RECEIVED		137			